

NATIONAL INTEGRITY FRAMEWORK

FACTSHEET CATALOGUE

March 2025



SPORT INTEGRITY
AUSTRALIA

ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation we acknowledge the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We recognise the outstanding contribution Aboriginal and Torres Strait Islander peoples make to sport in Australia and celebrate the power of sport to promote reconciliation and reduce inequality.



Artwork by Chern'ee Sutton

COPYRIGHT

The Commonwealth owns the copyright in all material produced by Sport Integrity Australia.

This work by ©Commonwealth of Australia 2025 – Sport Integrity Australia is licensed under a [Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 Unported License](#) with the exception of:

- the Commonwealth Coat of Arms
- Sport Integrity Australia logo
- any protected names and symbols under Commonwealth legislation
- any registered trademarks owned by the Commonwealth of Australia
- photographs of staff and premises
- content supplied by third parties
- content otherwise labelled.

To the extent that copyright subsists in third-party quotations and diagrams, it remains with the original owner and permission may be required to reuse the material. Content from this publication should be attributed as: Sport Integrity Australia, *National Integrity Framework: Factsheet catalogue*, March 2025.

The details of the relevant [licence](#) conditions are available on the [Creative Commons website](#), as is the full legal code for the [CC BY 4.0 AU license](#).

THIRD PARTY COPYRIGHT: Wherever a third party holds copyright in material presented in this publication, the copyright remains with that party. Their permission may be required to use the material.

Sport Integrity Australia has made all reasonable efforts to:

- clearly label material where the copyright is owned by a third party
- ensure that the copyright owner has consented to this material being presented in this publication.

CONTACT US

Enquiries about the licence and any use of this document can be sent to:

Sport Partnerships
Sport Integrity Australia
PO Box 1744 FYSHWICK, ACT 2609 AUSTRALIA

Phone 1300 027 232
Email sportpartnerships@sporintegrity.gov.au

This publication is available at
www.sportintegrity.gov.au/resources

CONTENTS

What is the National Integrity Framework?_____	1
Safeguarding Children and Young People Policy_____	3
Prohibited Conduct_____	5
Competition Manipulation and Sport Gambling Policy_____	10
Improper Use of Drugs and Medicine Policy _____	12
Member Protection Policy_____	14
Complaints, Disputes and Discipline Policy _____	16
Complaints, Disputes, and Discipline Policy – Complaints Process: Step By Step_____	19



**SPORT INTEGRITY
AUSTRALIA**



NATIONAL INTEGRITY FRAMEWORK

WHAT IS THE NATIONAL INTEGRITY FRAMEWORK?

The National Integrity Framework is a suite of policies which sets out rules for unacceptable behaviour in your sport and explains the way Complaints about breaches of these rules are managed.

The Framework was developed by the independent government agency Sport Integrity Australia in consultation with sports to keep your sport safe and fair.

The Framework is a set of rules that all members of your sport need to follow when it comes to their behaviour and conduct in your sport.

There are four core policies which make up the National Integrity Framework. These are:

1. Safeguarding Children and Young People Policy
2. Member Protection Policy
3. Competition Manipulation and Sports Gambling Policy
4. Improper Use of Drugs and Medicines Policy

These policies outline what types of behaviour are unacceptable in your sport – these behaviours are called Prohibited Conduct. Prohibited Conduct is an action that is a breach of a policy – for example, bullying is Prohibited Conduct under the Member Protection Policy.

These core policies are underpinned by the Complaints, Disputes and Discipline Policy.

The Complaints, Disputes and Disciplines Policy explains how people who have breached a National Integrity Framework policy are held accountable for doing the wrong thing.

Under this policy, any person or organisation who breaches a policy may be sanctioned. A sanction could range from mandatory education all the way up to a ban from participating in sport.

Under the National Integrity Framework, Sport Integrity Australia can manage all Complaints about discrimination, or any behaviour which might be considered Prohibited Conduct under the Safeguarding Children and Young People Policy.

This means that the majority of Complaints under the National Integrity Framework, including the highest risk and most complex Complaints, will be handled independent of the sport where they occurred.

All other Complaints under the National Integrity Framework can be made to your sport, who will handle these Complaints under the Complaints, Disputes and Discipline Policy.

This means, whether a Complaint is handled by Sport Integrity Australia or your sport, there is a consistent process for handling Complaints.

What does it mean for me?

As a member of a sport that has signed up to the National Integrity Framework, if someone behaves poorly by breaching one of the Policies, you can make a Complaint about the breach.



If the Complaint is about Safeguarding Children and Young People or Discrimination, you can make the Complaint to Sport Integrity Australia. All other Complaints can be made to your sport.

If the person is found to have breached a policy, they may be sanctioned. Similarly, if you breach a National Integrity Framework policy, you could be sanctioned.

Issues to Report to Sport Integrity Australia

Anything that may constitute Prohibited Conduct under the **Safeguarding Children and Young People Policy**, or that may constitute **discrimination** based on a protected characteristic, should be reported to Sport Integrity Australia.

This includes conduct such as:

- Misconduct with a child or young person
- Sexual behaviour with or around a child or young person
- Shaming, humiliating, intimidating or belittling a child or young person
- Causing a child or young person physical pain or discomfort
- Breaching the Children and Young People Safe Practices
- Supplying of drugs or alcohol to a child or young person
- Discrimination based on:
 - race or ethnicity
 - age
 - disability
 - sex or sexual orientation
 - religion
- Doping (managed under the sport's Anti-Doping Policy)

You can also report any Prohibited Conduct under the Member Protection policy, **if it involves a child or young person.**

To report Prohibited Conduct, visit [Making an Integrity Complaint or Report](#).

Issues to Report to your sport

Your sport will manage complaints on all other National Integrity Framework matters, as well as continuing to manage complaints on non-NIF issues.

This includes conduct such as:

- Abuse between adults
- Bullying between adults
- Harassment between adults
- Victimisation of an adult
- Sexual Misconduct between adults
- Match, race or competition fixing and other types of Competition Manipulation
- Supplying inside information for the purposes of gambling
- Betting by members on their own sport
- Unlawful use of over the counter or prescription drugs
- Inappropriate use or provision of supplements
- Use, possession or trafficking of illegal drugs
- Concealing information about Prohibited Conduct
- Selection and eligibility disputes
- Competition Rules disputes
- Code of Conduct breaches
- Social Media Policy breaches
- Governance misconduct
- Employment disputes
- Complaints that are solely a Personal Grievance
- Whistleblower disclosures
- Any conduct that occurred before your sports commencement date
- Any other policies that your sport has

To report any of the above, contact your sport.



SPORT INTEGRITY
AUSTRALIA



NATIONAL INTEGRITY FRAMEWORK

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY

Overview

The Safeguarding Children and Young People Policy is designed to protect children and young people in sport by putting in place rules and processes to ensure sporting environments are inclusive, positive and safe for everyone at all times.

The Policy includes:

- clear definitions of Prohibited Conduct
- a list of mandatory Children and Young People Safe Practices
- recruitment and screening requirements
- a procedure outlining how to respond to child abuse allegations and report possible Prohibited Conduct
- a Child/Young Person Safe Commitment Statement

Who does this Policy apply to?

The Policy applies to everyone involved in sport including participants, employees, coaches, officials, contractors and support personnel, at all levels, from the national level through to club sport.



Prohibited Conduct

The following actions and behaviours are breaches of the Policy:

- ❌ **Child Abuse** including physical, emotional, psychological and sexual abuse, as well as neglect and exposure to family violence.
- ❌ **Harmful behaviours towards a child/young person** including harmful training methods, excessive emphasis on appearance or weight, forcing a child/young person to train while ill or injured, threatening or humiliating a child/young person, physical punishment or any degrading, cruel, frightening or humiliating disciplinary actions, sexual or adult comments to or in the presence of a child/young person, or taking inappropriate photos or inappropriately touching a child/young person.
- ❌ **Any act affecting a child/young person that would be considered a breach of the Member Protection policy** including bullying, harassment, discrimination, victimisation and vilification.
- ❌ **Asking a child/young person to keep any communication secret.**
- ❌ **Supplying alcohol or drugs (including tobacco) to a child/young person.**
- ❌ **Failing to comply with recruitment and screening requirements.**
- ❌ **Failing to report a breach of Prohibited Conduct.**
- ❌ **Being found guilty of Child Abuse or Grooming** under state, territory or Commonwealth law.



- ❌ **Supplying medicines to a child/young person** unless permitted by law or to provide lifesaving treatment
 - without the consent of the child/young person and their parent/carer; or
 - without a valid prescription for that child/young person; or
 - at the incorrect dosage.

- ❌ **Breaching any of the child/young person safe practices** that cover actions such as photographing/filming children/young people, travel arrangements, overnight stays, change room arrangements, electronic and online communications, discipline and physical contact, amongst others.

The full definitions of Prohibited Conduct and Child/Young Person Safe Practices are available in the Policy.

What is the reporting process?

Step 1: If a person is in immediate risk or danger, call Police on 000.

Step 2: If you suspect, on reasonable grounds that a child/young person has been, or is at risk of being harmed, you must report it to the police and/or the relevant state/territory child protection agency.

Step 3: Report all relevant information to the appropriate person within your club/sport.

Step 4: Inform Sport Integrity Australia through a Complaint or Report by filling in the online form at [Making An Integrity Complaint or Report](#).

What happens if someone commits a breach of this Policy?

Any alleged Prohibited Conduct that is reported will be dealt with under the Complaints Disputes and Discipline Policy. This could result in a sanction ranging from a warning or mandatory education to a ban from sport. Criminal conduct will be managed outside of this process by law enforcement.

Disclaimer

This fact sheet does not replace the National Integrity Framework Safeguarding Children and Young People Policy. The Policy applies and overrules this fact sheet in any instances.





NATIONAL INTEGRITY FRAMEWORK

PROHIBITED CONDUCT

The National Integrity Framework is a suite of policies that sets out the broad expectations for the conduct of all participants in sport. Prohibited Conduct is the behaviour that would breach one of the National Integrity Framework policies. If someone commits Prohibited Conduct they may receive a sanction, which could range from education to a ban from sport.

Below are examples of Prohibited Conduct taken from the National Integrity Framework for ease of reference, however this information should not be read in isolation. Always consult the policies for exact detail around Prohibited Conduct.

Safeguarding Children and Young People Policy



- Child Abuse—includes physical abuse, emotional or psychological abuse, sexual abuse, neglect, exposure to family violence.
- Threatening, intimidating or humiliating a child or young person (in-person or online).
- Harmful training methods including using physical punishments or causing harm by overtraining.
- Forcing a child or young person to train while ill or injured.
- Excessive or unnecessary emphasis on a child or young person's appearance, weight, or masculinity, including things like:
 - encouraging or enforcing restrictive eating or dehydration.
 - excessive focus on weight goals or body composition.
 - punishment based on the outcome of weight or body composition testing.
- Disciplining a child or young person in a way that is degrading, cruel, frightening or humiliating.
- Making sexual comments to a child or young person.
- Engaging in discussions of an adult nature with or around a child or young person.
- Taking inappropriate photos or footage of a child or young person.
- Inappropriate and/or intimate physical contact with a child or young person.
- Any physical contact that makes a child or young person feel discomfort, pain or distress.
- Requesting a child keep any communication secret from their parent, carer, or another adult such as a coach or administrator.
- Supplying alcohol, drugs, or tobacco to a child.
- Failing to comply with the Child/Young Person Safe Practices as outlined in the policy (see Annexure B of the Safeguarding Children and Young People Policy).
- Failure to undertake screening measures when appointing someone to a child-safe position (see Annexure C of the Safeguarding Children and Young People Policy).

Safeguarding Children and Young People Policy *continued...*



- Failing to report any concerns or allegations of Prohibited Conduct, including failure to comply with mandatory reporting requirements.
- Committing any act affecting a child that would constitute Prohibited Conduct under the Member Protection Policy (see the Member Protection section below).
- Being found guilty of Child Abuse or Grooming under state, territory or Commonwealth law.

Member Protection Policy



Abuse

Abuse is any type of behaviour that has caused, is causing or is likely to cause harm to a person's wellbeing.

Abuse must be behaviour of a nature and level of seriousness which includes, but is not limited to:

- physical abuse and assault including hitting, slapping, punching, kicking, destroying property, deprivation of water, food, or rest, forced feeding, unreasonable physical restraint, spitting at another person or biting
- sexual abuse, including using sexually degrading insults, forced sex or sexual acts, unwanted touching or exposure to pornography, sexual jokes, using sex to coerce compliance
- emotional abuse such as repeated and intentional embarrassment in public, preventing or excluding someone from participating in sport activities, stalking, humiliation, or intimidation
- verbal abuse such as repeated or severe insults, name calling, criticism, swearing and humiliation, attacks on someone's intelligence, homophobic, biphobic or transphobic comments, body shaming, or aggressive yelling
- neglect of a person's needs

Bullying

Bullying is the intentional and repeated use of words, actions or the inappropriate use of power either in-person or online by a person, or a group of people, against another person or a group of people, to cause distress and risk to their wellbeing.

Bullying must be behaviour of a nature and level of seriousness which includes, but is not limited to, repeatedly:

- keeping someone out of a group
- making rude gestures, using inappropriate or derogatory names, being rude, constantly negative, or teasing
- spreading rumours or lies, or misrepresenting someone (i.e. using their social media account to post messages as if it were them)
- harassing someone based on a Protected Characteristic such as their age, race or ethnicity, sex, sexual orientation, gender identity religion or disability
- intentionally and repeatedly hurting someone physically
- taking advantage of any power over someone else

Bullying **does not include** legitimate and reasonable:

- management action
- management processes
- disciplinary action
- allocation of activities in compliance with agreed systems



Harassment

Harassment is any type of behaviour towards a person that they do not want and that is offensive, abusive, belittling or threatening and is reasonably likely to cause harm to the person being harassed.

Harassment must be behaviour of a nature and level of seriousness which includes, but is not limited to:

- telling insulting jokes about racial groups or people of diverse genders and sexualities
- sending explicit or sexually suggestive emails, text messages or other electronic communications
- displaying racially offensive or pornographic images or screen savers
- making derogatory comments or taunts about someone's race, disability, sexual orientation, gender identity or gender expression
- asking intrusive questions about someone's personal life, including their sex life
- intentionally stalking someone either in-person or online
- intentionally disclosing the transgender identity or sexual orientation of someone without consent

Sexual misconduct

Sexual misconduct includes:

- a) Sexual Harassment is any unwanted or unwelcome sexual behaviour where the person being harassed may feel offended, humiliated or intimidated.

This includes behaviour such as, but not limited to:

- unwelcome touching
- suggestive comments or jokes
- showing or sharing sexually explicit images or pictures
- unwanted invitations to go out on dates
- requests for sexual intercourse
- intrusive questions about a person's private life or body
- unnecessary familiarity, such as deliberately brushing up against a person
- insults or taunts based on sex or gender identity

- sexually explicit physical contact
- sending sexually explicit or suggestive emails, texts, or other electronic/social media messages
- displaying pornographic images or screen savers
- asking intrusive questions about someone's personal life, including about their sex life

- b) Sexual Offences are any criminal offence involving sexual activity or actions of indecency.

This includes behaviour such as, but not limited to rape, indecent or sexual assault, sexual penetration, or relationship with a child under the age of 16 and possession of child pornography.

Discrimination

Discrimination includes:

- a) Direct discrimination is when a person or group of people is treated less favorably because of a Protected Characteristic; and
- b) Indirect discrimination is when an unreasonable practice, rule, requirement or condition applies to everyone but disadvantages some people because of a Protected Characteristic they share.

This includes unfair treatment based on a person's:

- age
- disability
- race, skin colour, nationality, ethnicity, or migrant status
- sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding, intersex status or gender identity
- sexual orientation
- religion



Victimisation

Victimisation is subjecting a person, or threatening to subject a person, to any unfair treatment because the person has made, or intends to make a complaint, report, or lawful disclosure, or support another person to do so.

Victimisation is behaviour including, but not limited to:

- dismissal of a person or disadvantaging their involvement in sport
- exclusion of a person from a sport activity
- failure to select an individual on merit
- a reduction in future contract value, and
- removal of coaching and other financial and non-financial support

Vilification

Vilification is a public act, conduct or behaviour that incites hatred, revulsion, serious contempt or severe ridicule of a person or group of people because of a Protected Characteristic they hold, including age, disability, race or ethnicity, sex, sexual orientation or gender identity, or religion.

Vilification is behaviour including, but not limited to:

- speaking, writing, or communicating in a way that could make other people dislike, hate, or ridicule someone based on a Protected Characteristic
- publishing claims that a racial or religious group, or group of people with the same gender identity or sexual orientation is involved in serious crimes without any evidence in support
- repeated and serious verbal or physical abuse because of a Protected Characteristic of another person
- encouraging violence against people who belong to a particular race, religion, gender identity or sexual orientation
- damaging the property of a person because they belong to a particular race, religion, gender identity or sexual orientation
- encouraging people to hate a racial or religious group, or group of people with the same gender identity or sexual orientation, using flyers, stickers, posters, a speech, or publication, or using websites, social media, or email or email

Competition Manipulation and Sport Wagering Policy



- Improperly altering the result or the course of an Activity, such as a sporting contest, match, competition, event, or training, in order to remove all or part of the unpredictable nature of the Activity to obtain a benefit for themselves or others. This could be by:
 - Direct, pre-meditated or planned interference with the natural course of an Activity or element of an Activity
 - Modifying playing surfaces, equipment or athlete's physiology
 - Providing modified or false information related to an athlete's identity or personal information
 - Intentionally misrepresenting the existence or extent of an impairment relevant to a para-sport
- Betting, having someone bet on your behalf, or entering any other form of financial speculation or

any incident or occurrence in an Activity they are directly or indirectly connected to.

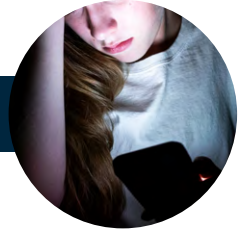
- Accepting, seeking, requesting, offering or providing a Benefit to cause or contribute to Prohibited Conduct under this policy (e.g. requesting a team lose to obtaining an easier draw in a competition or accepting betting profits for conceding a certain number of points).
- Agree, conspire, plan or attempt to engage in any conduct that would be considered Prohibited Conduct were it successful.
- Disclosure of Inside Information.
- Facilitate, assist, aid, abet, encourage, induce, cover-up or be complicit in any Prohibited Conduct.
- Failure to comply with reporting and disclosure obligations under the Policy.

Improper Use of Drugs and Medicine Policy



- A criminal conviction for a Serious Drug Offence, such as possession and trafficking of drugs or psychoactive substances.
- Unlawfully supplying or providing prescription or over the counter medication to a Relevant Athlete (as defined under this policy).
- Unauthorised injection possession of hypodermic needles or other injection equipment, or administering injections for non permitted purposes.
- Supplying or providing prohibited supplements to Relevant Athletes (as defined under this policy).
- Use of prescription or over the counter medication in an unlawful manner.
- Self-injection of any substance unless authorised to do so.
- Allowing a person other than an authorized health professional or carer to administer them with injections.
- Allowing someone to inject them for purposes other than vaccination, treatment of a medical condition or investigation of a suspected medical condition.
- Facilitating, assisting, aiding, abetting, encouraging, inducing, covering-up or being complicit in any Prohibited Conduct.
- Failing to comply with reporting obligations under the policy.

Complaints, Disputes and Discipline Policy



- Failing to report any Prohibited Conduct under the Framework or one of its policies.
- Deliberately or willfully withholding information in relation to any possible Prohibited Conduct.
- Failing to provide further information or documentation as requested as part of a Complaint Process without reasonable cause.
- Knowingly provide any inaccurate and/or misleading information during the course of any Complaints Process under this policy.
- Failure to comply with a Breach Notice.
- Failure to comply with obligations to keep information confidential.



Disclaimer: This fact sheet does not replace the National Integrity Framework Complaints, Disputes and Discipline Policy. The Policy applies and overrules this fact sheet in any instance.



**SPORT INTEGRITY
AUSTRALIA**



NATIONAL INTEGRITY FRAMEWORK

COMPETITION MANIPULATION AND SPORT GAMBLING POLICY

This Policy is designed to keep sport fair by protecting sporting competitions from competition manipulation (also known as match-fixing) and associated betting activity.

The Policy includes definitions of Prohibited Conduct regarding sports betting and competition manipulation, provides direction on how to report concerns, and sets out best practice for National Sporting Organisations when sharing information and entering into commercial arrangements with Wagering Service Providers (WSP).

Since the manipulation of a sporting competition may also be a criminal act, this Policy is also designed to protect all members of sport from misconduct captured under legislation.







Who does this Policy apply to?

The Policy applies to everyone involved in sport including participants, athletes, employees, coaches, officials, contractors and support personnel at all levels, from the national level through to club sport.



Prohibited Conduct

The following conduct constitutes a breach of the Policy:

-  **Changing the result (or the course) of a sporting event in order to remove the unpredictable nature of the event for your own benefit, or the benefit of others.**
For example, deliberately losing the first half of a game to win a bet.
-  **Betting on any event in your sport**, regardless of whether you are competing or participating in that specific event.
-  **Disclosing inside information which is not publicly available** that could influence a person's decision to bet on the sporting event.
-  **Providing or attempting to provide a benefit for a breach of policy.** For example offering to pay a sum of money to commit fouls on purpose
-  **Failing to promptly report any information in relation to competition manipulation**, including approaches to fix an event, bribe offers, or blackmail threats.
-  **Being complicit in any Prohibited Conduct**, including not reporting any reasonable suspicions about others.

The full definitions of Prohibited Conduct are available in the Competition Manipulation and Sports Gambling Policy.



What is the reporting process?

Activity that may be criminal or would constitute Prohibited Conduct under this Policy **must** be reported to the National Sporting Organisation's National Integrity Manager, and any other entity as required by law.

Potential Prohibited Conduct should also be reported to your sport.

Visit the integrity page on your sport's website, or contact your sport's National Integrity Manager to find out how.

What happens if someone commits a breach of this Policy?

Any alleged Prohibited Conduct that is reported will be dealt with under the Complaints Disputes and Discipline Policy. This could result in a sanction ranging from a warning or mandatory education to a ban from sport. Criminal conduct will be managed outside of this process by law enforcement.

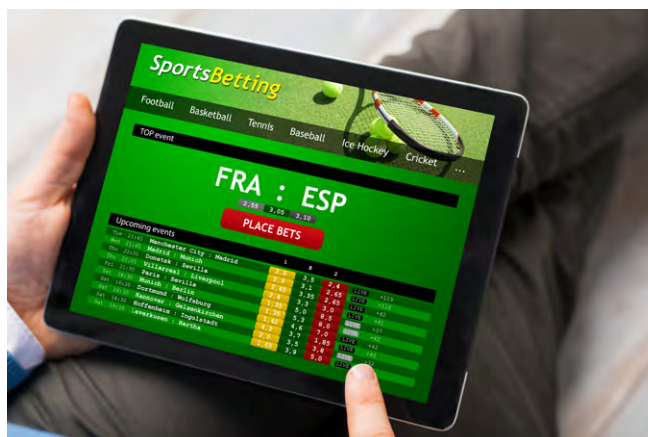
Sporting Organisations' responsibilities

National Sporting Organisations should inform Sport Integrity Australia of information they receive that might be relevant to Sport Integrity Australia's ongoing work protecting sport from integrity issues related to competition manipulation and sports wagering, including information from WSPs.

Members of a sport (including sporting clubs/ organisations) should not enter into commercial, advertising or sponsorship agreements with a WSP without the permission of their National Sporting Organisation.

Disclaimer

This fact sheet does not replace the National Integrity Framework Competition Manipulation and Sport Gambling Policy. The Policy applies and overrules this fact sheet in any instances.





NATIONAL INTEGRITY FRAMEWORK

IMPROPER USE OF DRUGS AND MEDICINE POLICY

The Improper Use of Drugs and Medicines Policy is designed to protect athletes from harm caused by the improper use of medicines, supplements and illegal drugs.

Specifically, the Policy provides a framework to:

- ensure that only appropriately qualified people provide science and medicine services to athletes.
- ensure that medications and injections are only given to athletes as part of appropriate medical treatment.
- ensure that supplements are used and distributed safely in sport with a focus on evidence-based use.
- reduce the harm of illegal drugs in sport.

Who does this Policy apply to?

The illegal drug and serious drug offence components of this Policy apply to all members of your sport.

The supplement, medicine and injection components of this Policy apply only to Relevant Athletes and Relevant Personnel. Relevant Athlete refers to:

- International-Level Athletes
- National-Level Athletes

Relevant Personnel refers to support personnel who work with Relevant Athletes, including:

- coaches
- officials
- employees
- medical practitioners
- sports science sports medicine personnel
- support personnel



Prohibited Conduct

The following actions and behaviours are breaches of the Policy:

- ❌ **Unauthorised injection or possession of injection equipment.**
- ❌ **The supply of prohibited supplements to a Relevant Athlete.**
- ❌ **A conviction relating to a serious drug offence.**
- ❌ **Unlawful use of prescription or over the counter medication.**
- ❌ **Being implicated or complicit in any Prohibited Conduct.**
- ❌ **Failure to report a breach of policy.**

Full definitions of these behaviours are available in the Improper Use of Drugs and Medicines Policy.



What is the reporting process?

Actions that may be Prohibited Conduct under this Policy **must** be reported to your sport.

Visit the integrity page on your sport's website, or contact your sport's National Integrity Manager to find out how.

You should also report this information to any other entity as required by law.

What happens if someone commits a breach of this Policy?

Any alleged Prohibited Conduct that is reported will be dealt with under the Complaints Disputes and Discipline Policy. This could result in a sanction ranging from a warning or mandatory education to a ban from sport. Criminal conduct will be managed outside of this process by law enforcement.

Disclaimer

This fact sheet does not replace the National Integrity Framework Improper Use of Drugs and Medicine Policy. The Policy applies and overrules this fact sheet in any instances.





NATIONAL INTEGRITY FRAMEWORK MEMBER PROTECTION POLICY

The Member Protection Policy is designed to protect the welfare, wellbeing, and health of everyone involved in sport. It provides clear definitions of abuse, bullying, harassment, sexual misconduct, discrimination, victimisation and vilification in sport, along with information on how to report these behaviours.

Specifically, the Policy provides a framework to:

- promote a safe, trustworthy, and enjoyable environment at all levels, by protecting everyone in sport from discrimination, harassment, bullying and abuse.
- protect the health, welfare, wellbeing, and safety of participants by ensuring everyone involved in sports is treated with respect and dignity.
- ensure everyone in sport is aware of their legal and ethical rights and responsibilities, and the standards of expected behaviour.
- protect the integrity of sport by reducing the risks of unacceptable behaviours.

Who does this Policy apply to?

The Policy applies to everyone involved in sport including participants, employees, coaches, officials, contractors and support personnel, at all levels, from the national level through to club sport.

The Policy only applies in relation to direct involvement in a sport activity or event. If an interaction has no clear link to a sporting event or activity, the Policy may not apply, and may be more appropriately dealt with under a different Policy, code of conduct or other sport rules.

Prohibited Conduct

The following actions and behaviours are breaches of the Policy:

- ❌ **Abuse** including physical, emotional, psychological or sexual abuse.
- ❌ **Bullying and the inappropriate use of power**, where actions are repeated and deliberate.
- ❌ **Harassment** including unwanted behaviours which are reasonably likely to cause harm.
- ❌ **Sexual harassment and sexual offences.**
- ❌ **Discrimination** including both deliberate and inadvertent, direct or indirect discrimination based on a Protected Characteristic, such as:
 - age
 - disability
 - race or ethnicity
 - sex, sexual orientation or gender identity
 - religion
- ❌ **Victimisation** of anyone who chooses to make a complaint, or plans to.
- ❌ **Vilification** based on a Protected Characteristic.

Full definitions of these behaviours are available in the Member Protection Policy.



Prohibited Conduct affecting children and young people

If Prohibited Conduct under the Member Protection Policy is alleged to have happened towards anyone under the age of 18, it should be considered an alleged breach of the Safeguarding Children and Young People Policy, and reported to Sport Integrity Australia.

Information on how to report breaches of the Safeguarding Children and Young People Policy can be found online at www.sportintegrity.gov.au/what-we-do/national-integrity-framework

What is the reporting process?

You **must** report conduct that may be considered Prohibited Conduct under this Policy to your sport.

Visit the integrity page on your sport's website, or contact your sport's National Integrity Manager to find out how.

What happens if someone commits a breach of this Policy?

Any alleged Prohibited Conduct that is reported will be dealt with under the Complaints Disputes and Discipline Policy. This could result in a sanction ranging from a warning or mandatory education to a ban from sport. Criminal conduct will be managed outside of this process by law enforcement.

Disclaimer

This fact sheet does not replace the National Integrity Framework Member Protection Policy. The Policy applies and overrules this fact sheet in any instances.





**SPORT INTEGRITY
AUSTRALIA**



NATIONAL INTEGRITY FRAMEWORK

COMPLAINTS, DISPUTES AND DISCIPLINE POLICY

Overview

The Complaints, Disputes and Disciplines Policy (CDDP) provides sport and its participants with a complaint management process that can be run by either Sport Integrity Australia or the sport.

This means when someone wants to make a formal Complaint about allegations of Prohibited Conduct under any of the National Integrity Framework policies, it will be managed under the same process, whether the Complaint is being handled by Sport Integrity Australia or by the sport.

The CDDP sets out the process for how Complaints will be managed and, if required, how any sanctions will be imposed.

Why make a complaint?

Sport is a wonderful part of Australian society, providing physical, mental and social benefits for everyone who participates.

To keep people involved in sport, we need to make sure it is safe and fair for everyone. Unfortunately, sometimes people turn a blind eye to poor behaviour, even when it's clear that something unacceptable has happened or people have been hurt.

Reporting these behaviours as soon as they occur can address the behaviour, prevent any ongoing issues and make sure they don't get worse. Holding people accountable for bad behaviour also sets a standard within sport that these types of conduct won't be tolerated. Doing so will protect all participants, and build environments that are safe, fun and fair for everyone.

What is managed under the Complaints, Disputes and Discipline Policy?

The CDDP can be used to manage any instance of Prohibited Conduct under these policies:

- ✔ Safeguarding Children and Young People Policy
- ✔ Member Protection Policy
- ✔ Competition Manipulation and Sport Gambling Policy
- ✔ Improper Use of Drugs and Medicine Policy
- ✔ Other relevant policies as defined by your sport

Other relevant Policies

Your sport can use the CDDP to manage allegations of Prohibited Conduct under other policies they may have.

Examples could include Code of Conduct, Governance, or Social Media policies.

The use of the CDDP to manage other relevant policies is at the discretion of your sport.

You should check your sport's Integrity page on their website, or ask your National Integrity Manager for more information on any additional policies that will utilise the CDDP for complaint management.



What is not managed under the Complaints, Disputes and Discipline Policy?

The CDDP is forward-looking and puts in place a new process to protect the future of Australian sport. As such, Complaints that have already been managed under another complaints process in the past cannot be managed under the CDDP unless new information becomes available or there is a compelling reason to do so.

Additionally, non-recent complaints, or complaints about Prohibited Conduct that occurred before your sport adopted the CDDP, cannot be managed through this process. Poor conduct which occurred before this should be managed under the disciplinary policies in place at the time.

Reporting Non-Recent Matters to Sport Integrity Australia

Participants can report non-recent Safeguarding matters or Discrimination matters to Sport Integrity Australia if they choose. This information can then be used in ways other than this Complaint Process to make sure similar behaviour doesn't occur in future – for example, to help build education and intervention programs. Sport Integrity Australia can also pass the information to someone else who may be able to take action if appropriate (for example, police or a child protection agency).

Sport Integrity Australia's Safe Sport Hotline is offered to members of sport to share their story with a trusted member of the Sport Integrity Australia team. Wellbeing support is offered throughout this process.

Phone 1800 161 361

7am-7pm, 7 days a week, 365 days a year

Where to make a Complaint

If your Complaint is about Discrimination or any issue relating to the Safeguarding Children and Young People Policy, you can make the Complaint to Sport Integrity Australia by filling in the online form at www.sportintegrity.gov.au/making-integrity-complaint-or-report.

All other Complaints can be made to your sport. To find out how to make Complaints to your sport, visit the Integrity page on your sports website, or contact your sport's National Integrity Manager.

What is the Complaints Process?

Once a Complaint is received, it will be evaluated to determine whether it can be managed under the CDDP.

If the Complaint meets the requirements to be managed under the CDDP, it will be evaluated to determine which category it falls into.

If the Complaint is categorised as 'Category 1' it may be managed through a range of measures such as education rather than a formal investigation.

If the Complaint is categorised as Category 2 or 3, the Complaint may be investigated and will lead to a finding about what is likely to have happened.

As part of an investigation, people involved with the Complaint, including witnesses, may be contacted to provide information about the allegations that have been made.

If there is not enough evidence to substantiate the Complaint, the process will end. If there is enough evidence to suggest the alleged conduct is more likely to have occurred than not, the allegation/s in the Complaint will be found to be Substantiated and the sport will issue a Breach Notice and manage the resolution process, including deciding and enforcing any sanction they deem appropriate.

The Respondent may appeal the Breach Notice or sanction before the matter is finalised.

At any time during the process, the matter may be referred to an external organisation such as to law enforcement or a child protection agency if required.

Prohibited Conduct

The CDDP also outlines Prohibited Conduct relevant to the Complaints Process.

The following actions and behaviours are breaches of the Policy:

- ❌ Failure to report potential Prohibited Conduct once aware of it.
- ❌ Deliberately withholding information about Prohibited Conduct during the Complaints Process.
- ❌ Deliberately providing inaccurate or misleading information during the Complaints Process.
- ❌ Failure to provide information or documentation when requested during the Complaints Process.
- ❌ Failure to comply with any sanction/s as required.
- ❌ Failure to keep information about a Complaints Process confidential.

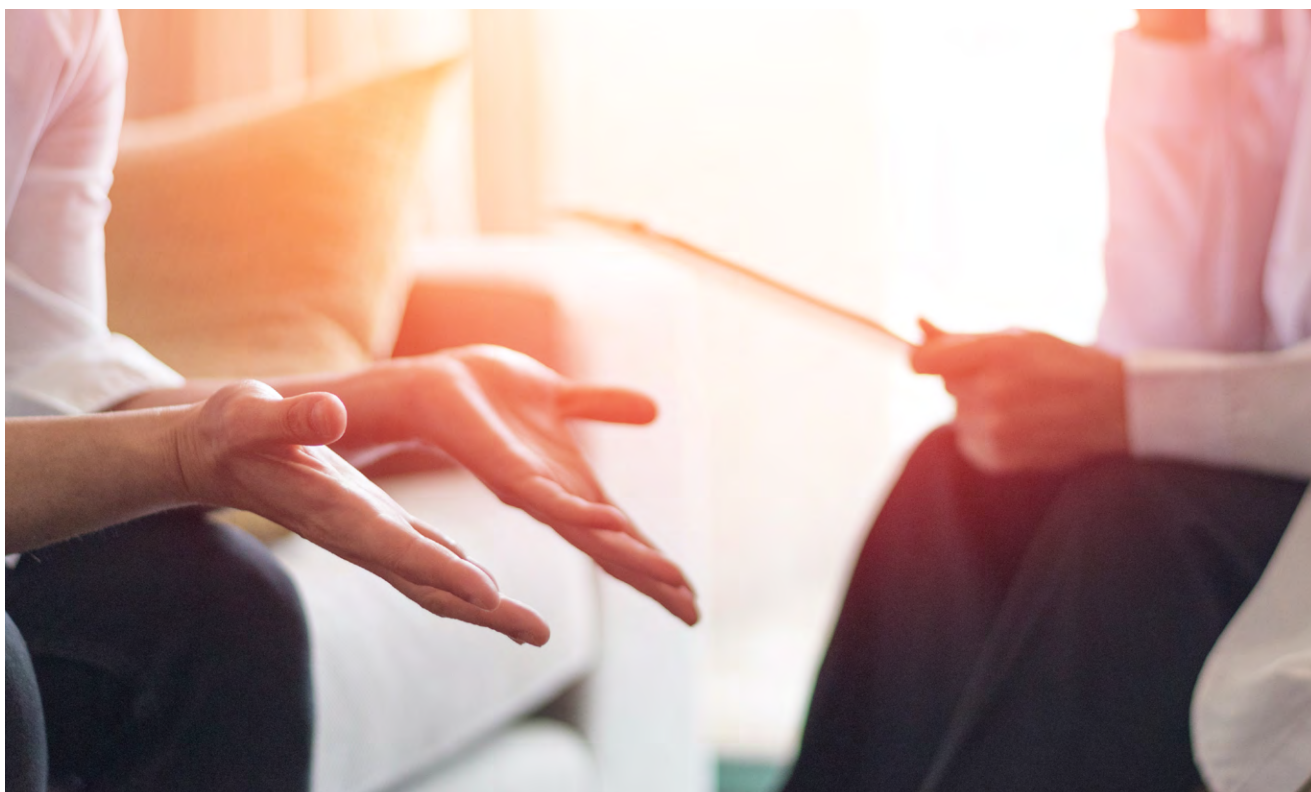
Full definitions of Prohibited Conduct are available in the CDDP.

Find out more

For more information on the National Integrity Framework, and the Complaints, Disputes, and Discipline Policy, visit www.sportintegrity.gov.au/making-integrity-complaint-or-report.

Disclaimer

This fact sheet does not replace the National Integrity Framework Complaints, Disputes and Discipline Policy. The Policy applies and overrules this fact sheet in any instances.





**SPORT INTEGRITY
AUSTRALIA**



COMPLAINTS, DISPUTES AND DISCIPLINE POLICY

COMPLAINTS PROCESS: STEP BY STEP

January 2025

The complaints process is set up to keep Australian sport safe and fair. This document outlines how complaints about poor behaviour will be managed under the Complaints, Disputes and Discipline Policy.

STEP 1 MAKING A COMPLAINT

People can lodge a complaint regarding discrimination or breaches of the Safeguarding Children and Young People Policy to Sport Integrity Australia using the [online form](#). Assistance is available by calling 1300 027 232 and selecting option 3.

Complaints about other prohibited conduct should be submitted to a person's sporting organisation. If a complaint is about bullying, Sport Integrity Australia has created a '[Bullying in Sport](#)' [PDF 565 kB] booklet that offers other pathways a person may choose to pursue.

STEP 2 EVALUATION

When a complaint is received, it will be evaluated to work out if it is in scope and will be managed through the complaints process. To be in scope, a complaint needs to meet the following criteria:

- The person who submitted the complaint is the person directly affected by the alleged conduct (or their authorised representative), or the parent/guardian of a vulnerable person directly affected by the alleged conduct.
- The alleged conduct meets the definition of [prohibited conduct](#) [PDF 739 kB] under any of the National Integrity Framework policies, or under one of the [sport's relevant policies](#).
- The alleged prohibited conduct occurred after the sport's [commencement of the National Integrity Framework](#) or relevant policy.
- The person or organisation accused of wrongdoing was bound by the sport's policies at the time the alleged conduct occurred.

From this point on, the complaint may also be referred to another organisation, such as the police or a child protection agency.



WWW.SPORTINTEGRITY.GOV.AU

Who manages complaints?

Complaints about alleged conduct under the **Safeguarding Children and Young People Policy** or **discrimination** based on protected characteristics including race, disability, sex, religion or age **can be submitted** to Sport Integrity Australia.

All other integrity complaints will be managed by the person's sport.

Case categorisation

Upon receipt of a complaint, Sport Integrity Australia considers the alleged conduct and other contextual information to determine the most appropriate way to manage the complaint.

In doing so, Sport Integrity Australia gives consideration to the [case categorisation model \[PDF 2.6 MB\]](#) and relevant aggravating and mitigating factors that may apply. An example of a mitigating factor may be the age of the parties or lack of prior complaint history.

Complaints may be managed through a range of measures, including education and other behavioural management strategies. In some cases, the alleged conduct will be investigated and lead to a finding about what may have happened.

STEP 3 INVESTIGATION

An investigation is the process of determining what has happened based on the balance of probabilities. As part of an investigation, people involved with the complaint, including witnesses, may be contacted to provide information about the allegations that have been made. In more complex matters, the people involved in the complaint may be required to participate in formal recorded interviews.

It is important that enough information is received to make an informed decision, so depending on the complexity of the complaint, this can take time. Parties to the complaint will be kept updated at appropriate points during the process.

STEP 4 FINDINGS

If a person's complaint is investigated, there are three possible findings that can be made.

Substantiated: If there is sufficient evidence to suggest the alleged conduct is more likely to have occurred than not, the allegation/s in the complaint will be found to be substantiated.

Unsubstantiated: If, based on the evidence, it is more likely than not that the respondent did NOT breach a policy, the allegations will be found to be unsubstantiated and the matter will be closed with no further action.

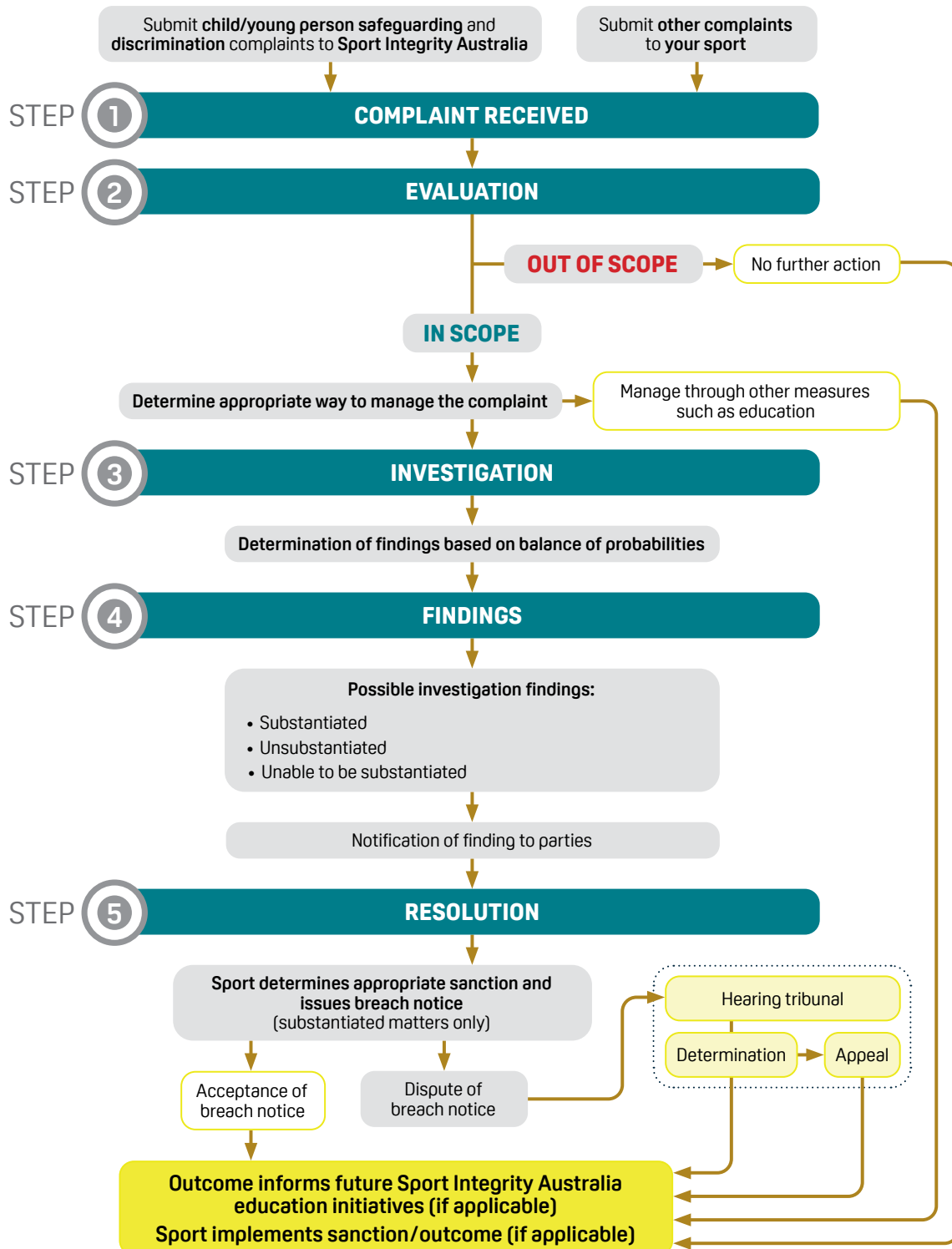
Unable to be substantiated: If there are two equally plausible versions of events, or not enough evidence to make a finding either way, the matter will be unable to be substantiated.

When a matter is managed by Sport Integrity Australia, they will notify the parties to the complaint of the findings and refer the matter to the sport to manage the resolution process, including guidance on sanctioning if applicable.

STEP 5 RESOLUTION

If a complaint is found to be **substantiated**, the sport is responsible for issuing a breach notice to the respondent and may also determine an appropriate sanction. A sanction can include a range of measures ranging from a reprimand to a suspension or expulsion from the sport, depending on the category of the breach. The respondent can either accept the breach notice and proposed sanction, at which point the matter will be finalised, or they can choose to dispute the findings against them and/or the proposed sanction at a hearing tribunal.

The sport will enforce any sanctions that result from the complaints process.



[Click here for a text alternative for the Sport Integrity Australia complaints process flowchart.](#)

An alternate text description of the Sport Integrity Australia complaints process flowchart

Prior to Step 1: Complaint received, a person will submit a child/young person safeguarding and/or discrimination complaint to Sport Integrity Australia or submit other complaints to your sport.

Step 1: Complaint received.

Step 2: Evaluation. A complaint is deemed either in scope or out of scope.

If out of scope, there is no further action and this outcome informs future Sport Integrity Australia education initiatives (if applicable) and/or the sport implements the sanction/outcome (if applicable).

If in scope, Sport Integrity Australia determines the appropriate way to manage the complaint. If the most appropriate way to manage the complaint is through other measures such as education, this outcome informs future Sport Integrity Australia education initiatives (if applicable) and/or the sport implements the sanction/outcome (if applicable).

Step 3: Investigation. Determination of findings based on balance of probabilities.

Step 4: Findings. Possible investigation findings: substantiated, unsubstantiated, unable to be substantiated. Notification of finding is given to parties.

Step 5: Resolution. Sport determines appropriate sanction and issues breach notice for substantiated matters only.

The breach notice can either be accepted or disputed. If accepted, this outcome informs future Sport Integrity Australia education initiatives (if applicable) and/or the sport implements the sanction/outcome (if applicable).

If disputed, the complaint is referred to a hearing tribunal, which will deliver their own determination. Regardless of the outcome from the hearing tribunal, this outcome informs future Sport Integrity Australia education initiatives (if applicable) and/or the sport implements the sanction/outcome (if applicable).

[Click here to return to Sport Integrity Australia complaints process flowchart graphic.](#)



SPORT INTEGRITY AUSTRALIA

CONTACT INFORMATION

To enquire, provide feedback or reproduce the contents of the document please contact:

Sport Integrity Australia Sport Partnerships

PO Box 1744

Fyshwick ACT 2609

E: sportpartnerships@sportintegrity.gov.au

Safe Sport Hotline: 1800 161 361

Enquiries: 1300 027 232

WWW.SPORTINTEGRITY.GOV.AU